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ABSTRACT

This book presents a 10-step guide to establishing college and university mediation services, suggesting them as an effective way to handle a wide range of campus conflicts, from conflicts in student groups to those in administrative offices. Chapter 1 reviews the basic terminology of conflict resolution, presents core dispute system design concepts, and examines the growing interest in mediation and conflict resolution. Chapter 2 presents general theory on the organization of higher education settings and examines mediation from the perspective of various campus groups. Several case studies are included. In Chapter 3, the first six steps of the program are outlined: developing a core planning group; conducting a conflict management needs assessment; deciding on initial scope and focus; developing a statement of purpose; developing a staffing plan; and securing administrative and financial support. Chapter 4 examines training issues and offers mediation role-play scripts and a list of training materials. Chapter 5 deals with publicizing the program and creating referral systems. Chapter 6 discusses operating and maintaining the program. Chapter 7 covers evaluation and feedback strategies. Chapter 8 discusses expanding conflict management options beyond the mediation table. Nineteen appendixes offer comprehensive resources, including sample forms, scripts for role-play, and a workshop training outline, as well as standards of practice. (Contains approximately 200 references.) (CH)

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